

- Federal Aviation Administration -

AOV Credentialing Guide for the Proficiency Manager (PM)

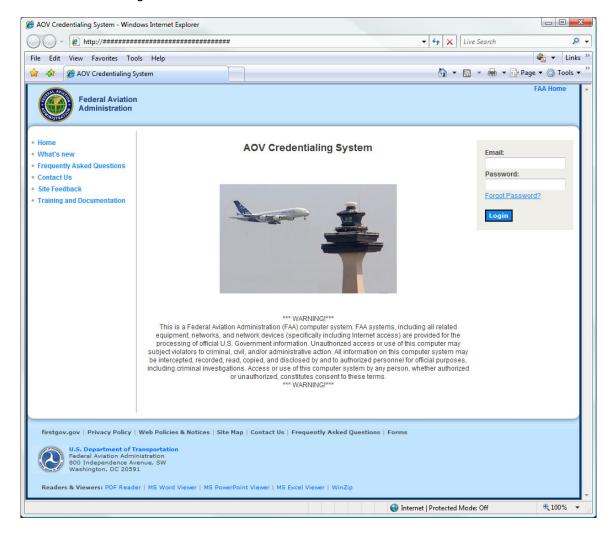
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Revision History26

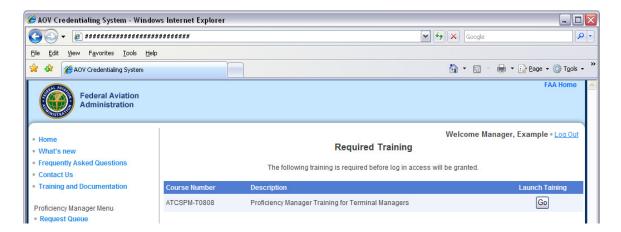
Log On

- 1. To Log onto the AOV Credentialing application open Internet Explorer version 5.5 or higher.
- 2. Use your browser (Internet v6.0) or higher) and enter the following URL into the address field: http://av-info.avs.faa.gov/aov/
- 3. To log onto the AOV Credentialing System, enter a valid user's email address and password.
- 4. Click the Login button



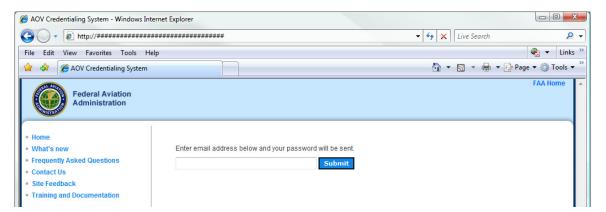
The First Log On

The first time the Proficiency Manager logs into the AOV Credentialing System a prompt will appear to take the online training. A passing grade in this training is required to use the AOV Credentialing System.



Forgotten Passwords

- 1. Click the Forgot Password link under the Password field.
- 2. Enter the registered email address in the field.
- 3. Click the "Submit" button.
- 4. The password will be delivered in an email to the entered email address.



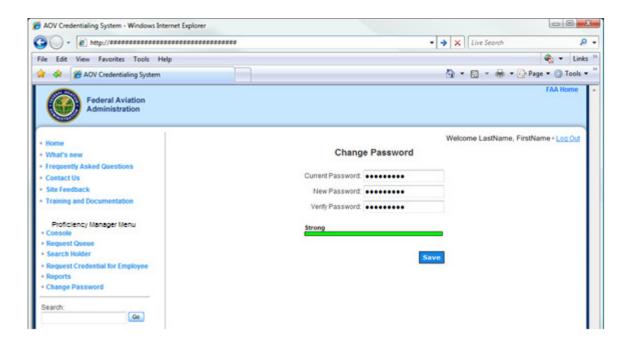
Changing Passwords

Clicking the "Change Password" Main Menu option allows the password to be updated to a new password.

- 1. Click "Change Password" Main Manu option.
- 2. Enter the current password in the "Current Password" field.
- 3. Enter the new password in the "New Password" field.
- 4. Verify that the password is rated as safe and secure with the password strength analyzer below the password fields.

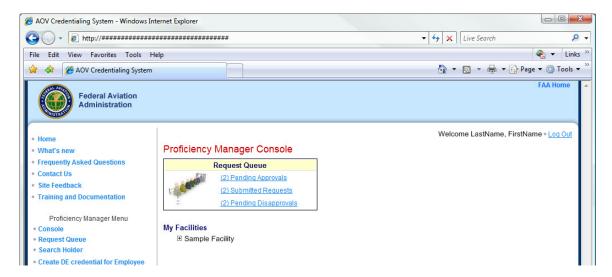
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5. Enter the new password in the "Verify Password" field.



Console

The console provides a quick glance at the PM's Request Queue workload and associated facilities.



Request Queue

The Request Queue is used to view the Approvals and Requests made involving facility staff.

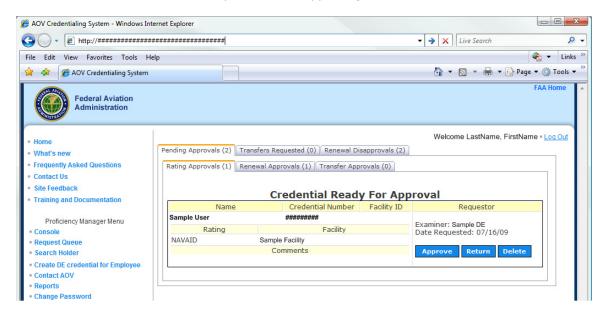
Pending Approvals

The "Pending Requests" tab provides the PM with a listing of pending approvals for Ratings, Renewals, and Transfers.

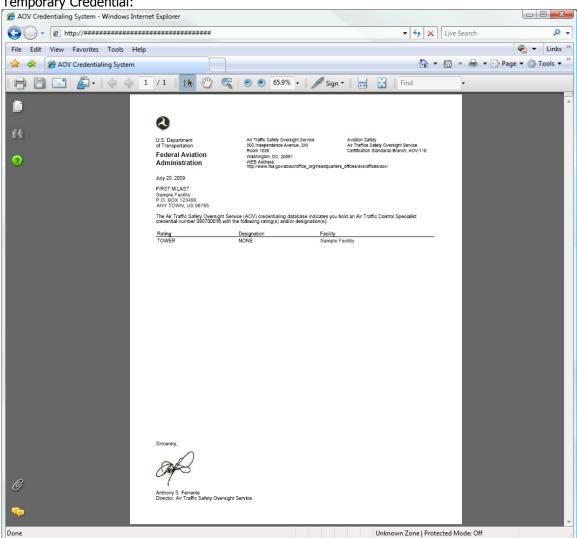
Rating Approvals

Credentials requested by a Designated Examiner are reviewed and approved by following the steps below.

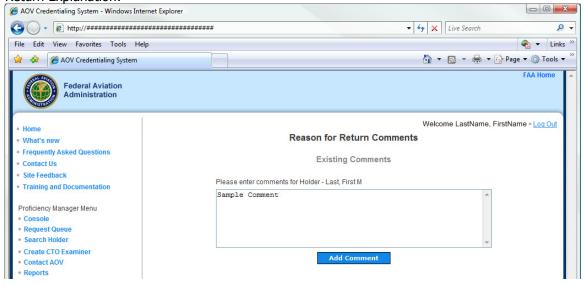
- 1. Click the "Pending Approvals" option on the PM Console or the "Request Queue" Main Menu option then "Pending Approvals" tab.
- 2. The "Rating Approvals" tab should appear by default.
- 3. To approve the credential request, click the "Approve" button.
- 4. To return the credential request to the Designated Examiner, click the "Return" button.
- 5. To delete the credential request without approving it, click the "Delete" button.



Temporary Credential:



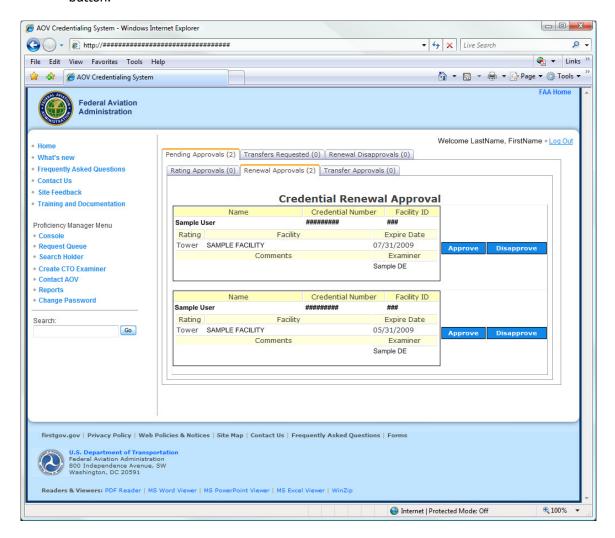
Return Explanation:



Renewal Approvals

Renewals requested by a Designated Examiner are reviewed and approved by following the steps below.

- 1. Click the "Pending Approvals" option on the PM Console or the "Request Queue" Main Menu option then "Pending Approvals" tab.
- 2. Click the "Renewal Approvals" tab.
- 3. To approve the credential request, click the "Approve" button.
- 4. To return the credential request to the Designated Examiner, click the "Disapprove" button.



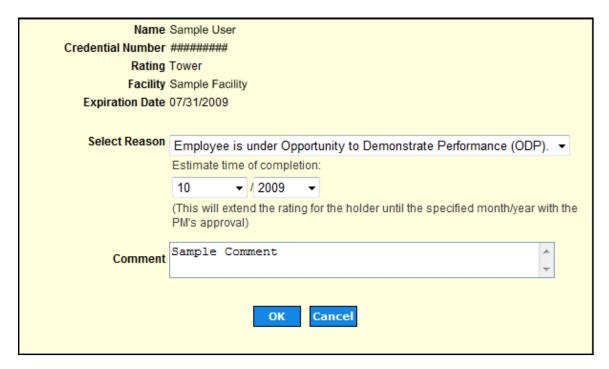
Disapproval Explanation:



The options for "Select Reason" include:

- 1. Rating no longer needed
- 2. Employee no longer employed by the agency
- 3. Employee transferred to non-credentialed position
- 4. Rating was issued in error
- 5. Employee is under Opportunity to Demonstrate Performance (ODP)
- 6. The Employee has been transferred
- 7. Other

If the Disapproval Reason selected is "Employee is under Opportunity to Demonstrate Performance (ODP)", enter the month and year for the estimated time of completion. The expiration date will change to the last day of the selected month, and may be renewed during that month.



If the Reason selected is "The Employee has transferred", enter the Facility ID where the employee is transferring.

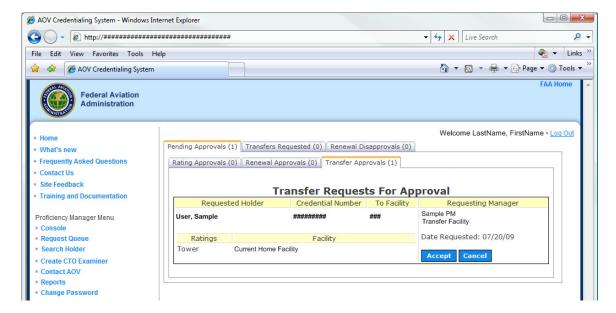


Transfer Approvals

Transfers requested by another Proficiency Manager are reviewed and approved on the "Transfer Approvals" tab of the "Request Queue" Main Menu option.

1. Click the "Pending Approvals" option on the PM Console or the "Request Queue" Main Menu option then "Pending Approvals" tab if needed.

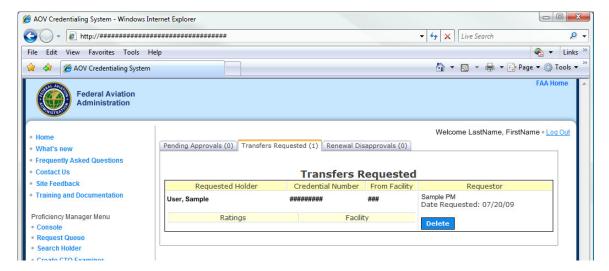
- 2. Click the "Transfer Approvals" tab.
- 3. To accept the request, click the "Accept" button.
- 4. To cancel the request, click the "Cancel" button.



Transfers Requested

A PM's staff transfers requests to another facility are reviewed on the "Transfer Requested" tab of the "Request Queue" Main Menu option.

- 1. Click the "Transfers Requested" option on the PM Console or the "Request Queue" Main Menu option then "Transfers Requested" tab.
- 2. If the request needs to be deleted, click the "Delete" button on the appropriate line.



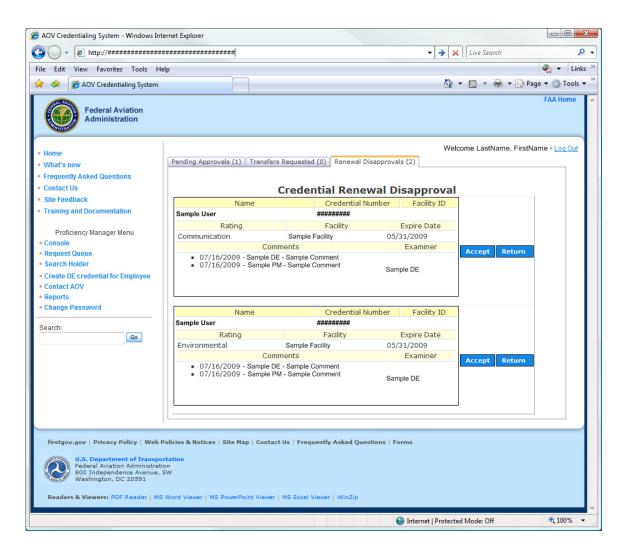
Renewal Disapprovals

Credential renewal disapprovals are reviewed on the "Renewal Disapprovals" tab of the "Request Queue" Main Menu option.

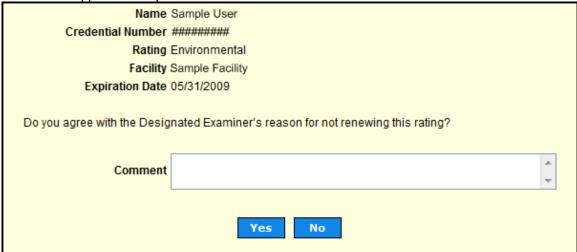
1. Click the "Renewal Disapprovals" option on the PM Console or the "Request Queue" Main Menu option then "Renewal Disapprovals" tab.

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2. Click the "Accept" or "Reject" button based on the desired action.



Renewal Disapproval Acceptance:



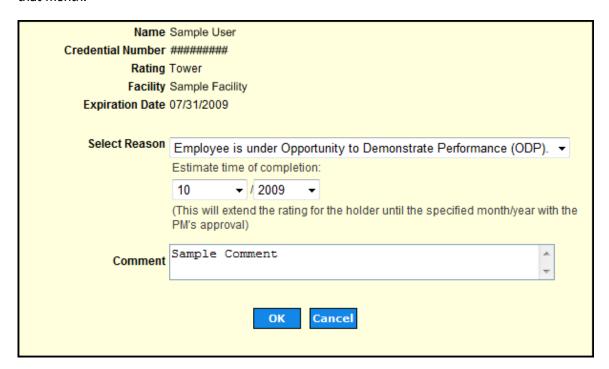
Renewal Disapproval Return:



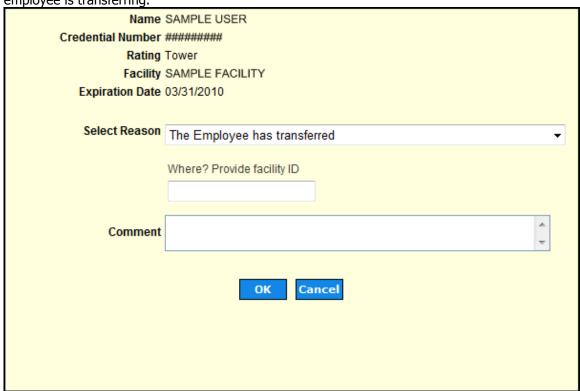
The options for "Select Reason" include:

- 1. Rating no longer needed
- 2. Employee no longer employed by the agency
- 3. Employee transferred to non-credentialed position
- 4. Rating was issued in error
- 5. Employee is under Opportunity to Demonstrate Performance (ODP)
- 6. The Employee has been transferred
- 7. Other

If the Disapproval Reason selected is "Employee is under Opportunity to Demonstrate Performance (ODP)", enter the month and year for the estimated time of completion. The expiration date will change to the last day of the selected month, and may be renewed during that month.



If the Reason selected is "The Employee has transferred", enter the Facility ID where the employee is transferring.



Search Holder

To make any changes to a Holder, first select them through the "Search Holder" menu option.

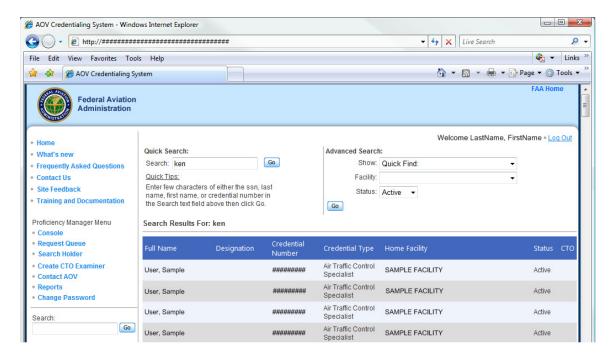
Proficiency Managers are shown results outside of their facilities but the Credential Holders, Designated Examiners, and other Proficiency Managers from other facilities are not available for editing. Designated Examiners are not able to view results from other facilities

Quick Search

Entering a few characters of the SSN, the Last Name, First Name or the Credential Number will display results with the given characters as any part of their record. First and Last names are searched. For example searching for "KEN" will return results for Ken and Kenneth, but also last names like Walken and Kennedy.

- 1. Enter the partial name, partial SSN, or partial Credential Number in the Search field.
- 2. Click the "Go" button next to the Search field.
- 3. The "Searching" message will appear while the results are being retrieved.
- 4. Review the results when they appear.
- 5. Select a record to view the Profile of that Credential Holder or Designated Examiner.

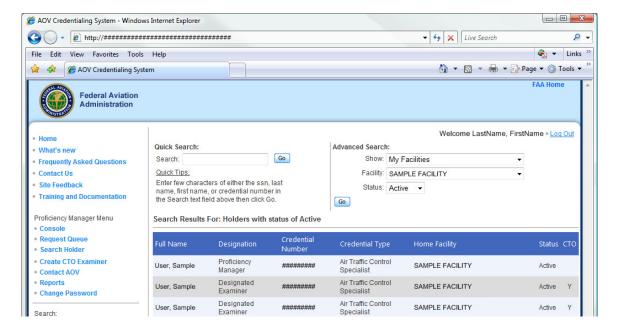
The search field at the bottom of the Main Menu is always available, and functions like the Quick Search field.



Advanced Search

In the advanced Search area there are three fields: Credential Type, Facility, and Status. The Credential Type and Facility fields default to the Credential Type of the Designated Examiner using the system. The Status field defaults to Active, but Inactive and Both are also available options. Designated Examiners are only able to view staff in their own facility.

- 1. Select the Facility, if holding Credentials in multiple facilities.
- 2. Select the Status desired.
- 3. Click the "Go" button below the Advanced Search fields.
- 4. Review the results when they appear.
- 5. Click the desired result to view the Profile of that Credential Holder or Designated Examiner.



Profile

The Profile screen displays the details of a Credential Holder or Designated Examiner's personal information, Credential Ratings, and Credential Issuance Activity.

The fields that appear to be faded or "grayed out" are not available for editing.

When the profile of the selected Credential Holder is displayed, additional Menu options appear in orange directly below the Search Holder option. These options allow for the manipulation of the selected Credential Holder's profile.

Updating Profile Information

Fields displayed in black are available to be updated.

- 1. With the Credential Holder selected, click on the text field.
- 2. Enter the updated information.
- 3. Click the "Save" button

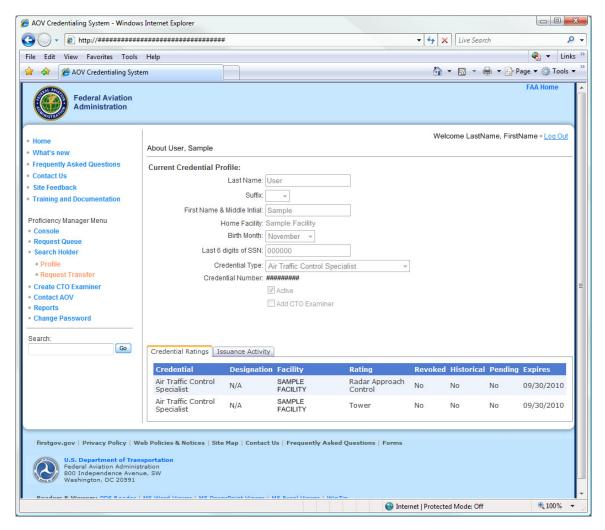
Transfers within Network

The Proficiency Manager can transfer a Credential Holder from one facility to another within their Network of Facilities.

- 1. Select the individual to be transferred.
- 2. Select the new facility in the Home Facility field.
- 3. Click the "Save" button.

Staff Outside of the Proficiency Manager's Network Selected

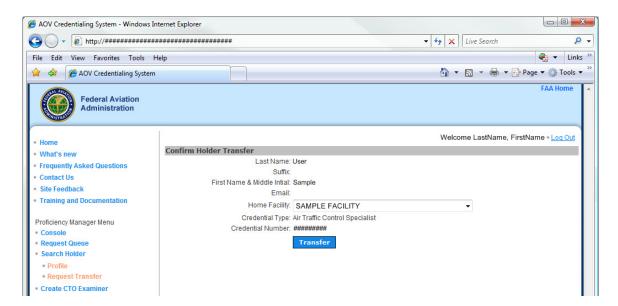
The Proficiency Manager can search for and view the information on individuals outside of their own network of facilities. When an out of network Credential Holder or Designated Examiner is selected alternate options appear in the Proficiency Manager menu.



Request Transfer

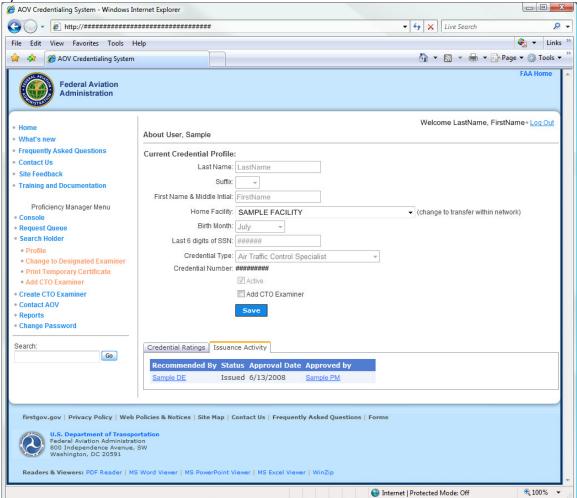
With an out of network Credential Holder or Designated Examiner selected the Proficiency Manager can request to transfer them into a facility within their network.

- 1. Select the out of network Credential holder or Designated Examiner
- 2. Click the "Request Transfer" menu option.
- 3. On the Confirm Holder Transfer screen, select the destination facility.
- 4. Click the "Transfer" button.



Issuance Activity

The Issuance Activity tab of the Credential Ratings table displays the history of Credentials held by the selected Credential Holder.



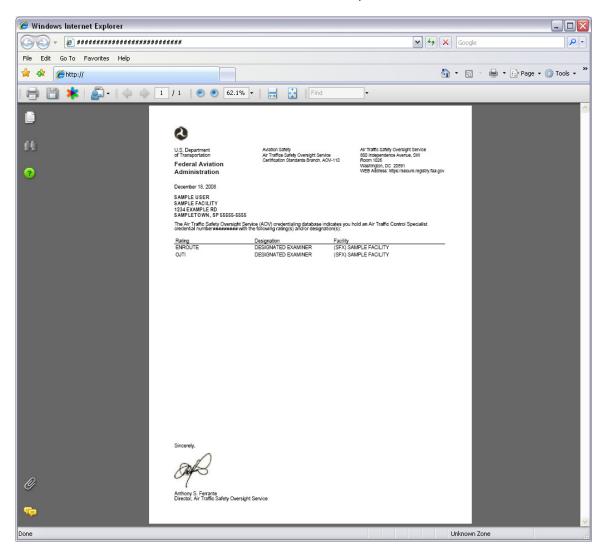
Change to Designated Examiner

- 1. Select Holder
- 2. Enter email address
- 3. Submit/Save

Print Temporary Credential

The "Print Temporary Certificate" option in the Main Menu creates the Temporary Credential for the selected Credential Holder.

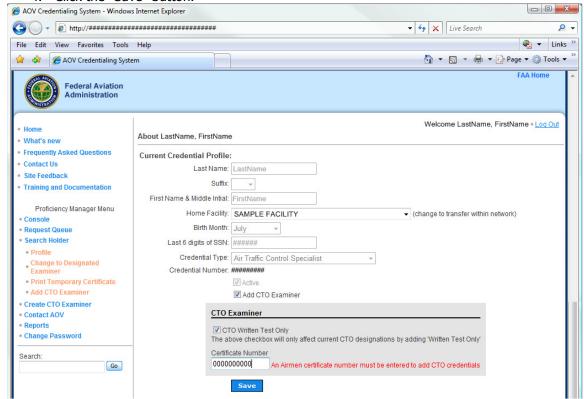
- 1. With the Credential Holder selected, click the "Print Temporary Credential" option in the Main Menu.
- 2. Click the Printer icon in the PDF window when it opens.



Add CTO Examiner Designation (ATCS Only)

Adding the CTO Examiner to an existing Credential Holder or Designated Examiner is accomplished with the "Add CTO Examiner" check box on the selected Credential Holder or Designated Examiner's profile.

- 1. With the Credential Holder or Designated Examiner selected, click the "Add CTO Examiner" check box.
- 2. Click the "CTO Written Test Only" check box if appropriate.
- 3. Enter the CTO Certificate Number in the "Certificate Number" field.
- 4. Click the "Save" button.

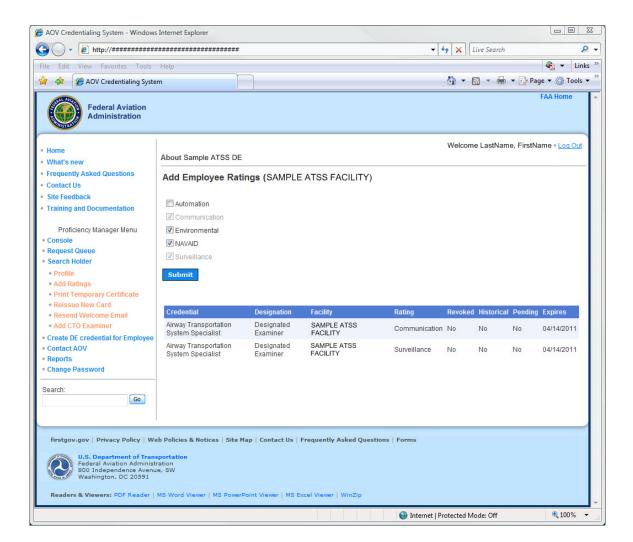


Add Ratings (ATSS Only)

The ATSS Proficiency Managers are allowed to add ratings to a Designated Examiner in their Network directly. This is accomplished with the "Add Ratings" option in the Proficiency Manager Menu, when a Designated Examiner is selected.

1. With the Designated Examiner selected, click the "Add Ratings" option in the Proficiency Manager Menu.

- 2. Click the check box for the rating or multiple ratings to be added.
- 3. Click the "Submit" button.



Reissue New Card

Creating a new Honorary Card for the selected Designated Examiner is done through the "Reissue New Card" option on the Proficiency Manager Menu. This option is only available when a Designated Examiner is selected.

- 1. With the Credential Holder selected, click the "Reissue new Card" option in the Proficiency Manager Menu.
- 2. The system will automatically request a new card for the selected Credential Holder with the Ratings and Designations currently held.

Resend Welcome Email

Resending the Welcome Email for the selected Designated Examiner is done through the "Resend Welcome Email" Main menu Option. This option is only available when a Designated Examiner is selected.

1. With the Designated Examiner selected, click the "Resend Welcome Email" option in the Main Menu.

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2. The system will automatically send a new copy of the welcome email to the selected Designated Examiner.

Request DE Credential for Employee (ATSS Only)

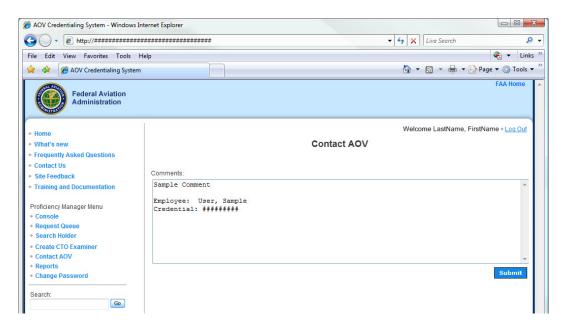
ATSS Proficiency Managers are able to create new Designated Examiners. The ATSS Proficiency Manager creates a record for the employee without any ratings, converts them to a Designated Examiner, and finally adds Ratings.

- 1. Click the "Request DE Credential for Employee" Main Menu option.
- 2. Enter the appropriate information into the field labeled "First Name & Middle Initial", "Last Name", "Birth Month", and "Last 6 digits of SSN" of the employee.
- 3. Click the "Submit" button.
- 4. Click the "Confirm" button to indicate that the employee meets the requirements in FAA order 8000.90.
- 5. Click the "View Profile" link to edit the employee.
- 6. Click the "Change to Designated Examiner" Main Menu Option.
- 7. Enter the "Email".
- 8. Click the "Change to Designated Examiner" button
- 9. Verify that the confirmation message appears.
- 10. Click the "Profile" Main Menu option to reload the employee's profile.
- 11. Click the "Add Ratings" Main Menu option.
- 12. Select the desired ratings.
- 13. Click the "Submit" button
- 14. Click the "Confirm" button to indicate that the new Designated Examiner meets the requirements in FAA order 8000.90.

Contact AOV

Use the "Contact AOV: main Menu Option to request the withdrawal of an employee's credential, credential rating, designation, or any other question.

- 1. Click the "Contact AOV" Main Menu option.
- 2. Enter your request in the Comments field. When referring to employee's, please include their names and credential numbers.
- 3. Click the "Submit" button.



Reports

The Reports option in the Main Menu provides access to the reports previously available in the AOV Credentialing system.

Report Options

Row Highlighter

The Row Highlighter is the function in the report screen that will highlight the row currently under the mouse pointer. Clicking the icon in the title of the report disables the Row Highlighter function.

Export to Excel

Clicking the Export to Excel icon opens the results from the report into Excel. This allows the report to be saved and reviewed later.

Print

The Print icon opens the Print dialog to print the report.

User Summary Report

The User Summary Report is accessed with the following steps:

- 1. Click "Reports" option on the Main Menu.
- 2. Select the desired settings in the Designation Facility, Designation, and Details fields.
- 3. Select the Sort by option, if desired.
- 4. Select the "Show PM and DE as Multiple Lines per Facility" checkbox, if desired.
- 5. Click the "Submit" button.

Designation Facility

The Facility field provides a list of all the facilities in which the Proficiency Manager holds credentials. This field defaults to "All Facilities" and returns results for every facility in the menu. Selecting a given facility in the field will return results for just that facility.

Sort By

The Sort By option groups the results in the reports by facility.

Designation

The Designation field provides the option to filter the results to display only the results for the selected Designation. This field defaults to "All Types" and returns results for every type of Designation. Selecting a given Designation in the field will return results with only the selected Designation.

Details

The Details field provides the option to format the results displayed. This field defaults to "Ratings + holder Type" and returns results with the Ratings and Designation for each result. The alternate option in this field is "Home Facility" and returns results with just their Home Facility and Home ID.

Show PM and DE as Multiple Lines per Facility

When selected the "Show PM and DE as Multiple Lines per Facility" check box returns multiple results for each rating held by the Proficiency Manager and Designated Examiners in the results. By default the field is not selected and returns the Proficiency Manager and Designated Examiners results as one row.

Training Report

The Training Reports is accessed with the following steps:

- 1. Click "Reports" option on the Main Menu.
- 2. Click the "Training Report" button on the Reports Menu.
- 3. Select the desired settings in the Facility, Course, and Status fields.
- 4. Select the Sort by options, if desired.
- 5. Click the "Submit" button.

Facility

The Facility field provides a list of all the facilities in which the Proficiency Manager holds credentials. This field defaults to "All Facilities" and returns results for every facility in the menu. Selecting a given facility in the field will return results for just that facility.

Sort By

The Sort By option groups the results in the reports by facility.

Course

The Course field provides a list of all the online training courses in the AOV Credentialing system. This field defaults to "All Courses" and returns results for every course in the system. Selecting a given course in the field will return results for just that course.

Sort By

The Sort By option groups the results in the reports by course.

Status

The Status field provides a list of all the training status types available in the AOV Credentialing system. This field defaults to "Any Status" and returns results for each status available. Selecting a given status in the field will return results with just that status.

Log Off

Shutting down and logging off the AOV Credentialing system is accomplished with the "Log Off" option next to the welcome message in the upper right corner of the window.

- 1. Click the "Log Off" option.
- 2. Verify the AOV Credentialing system's login screen is displayed.

Revision History

Date	Revised by	Description of Revision
12/19/2008	Glenn Lawson	Original Draft
01/23/2009	Glenn Lawson	Updates to Move Approvals, Moves Requested, Quick Search, Advanced Search, and Credential Ratings sections. Added the Transfers within Network and Request Transfer sections.
1/26/2009	Glenn Lawson	Changed verbiage from "Move" to "Transfer".
1/28/2009	Glenn Lawson	Added an explanation to the "Add Ratings" section explaining that it is only available for ATSS PMs. Changed the heading on the "Out of Network Staff Selected" section. Removed the test server's IP address from all images.
3/10/2009	Glenn Lawson	Changed verbiage from "Move to Transfer to missed areas and screenshots updated. Removed the unnecessary step from "Change to Designated Examiner". Updated "Add CTO Examiner Designation" to indicate that Credential Holders and Designated Examiners are able to carry the CTO Examiner Designation. "Add Ratings" changed to "Add Designations". Added "Request Credential for Employee (ATSS Only)".
3/18/2009	Glenn Lawson	Changed verbiage from "Add Designations" on Pages 14 and 16 back to "Add Ratings.
7/23/2009	Paul Heffley	Added new sections for the Renewal process and PM console; new screen shots of the every page due to menu design changes.
9/11/2009	Paul Heffley	Made final edits for release.
08/24/2010	Anh Nguyen	Incorporated AOV business team comments_Jason